

Educational Season Tickets FaQ's

Season Tickets Frequently Asked Questions

Do I need to complete an application form?

When you request your first season ticket, your personal details will be required, a record will be kept of your details and the details of the season ticket you purchase. This allows us to provide you with greater assistance if your Season ticket is lost or stolen. Ordinarily the details are provided by the school or college.

What length of Season Ticket can I buy?

Discounted Educational Season Tickets are available as annual tickets – however in order to keep costs to a minimum we issue in three terms in order to avoid paying for the major school/college holidays.

Does my Season ticket give me return travel?

Yes, your Season ticket is valid for travel in both directions between the origin and destination you select (and indeed any station between the two)

How often can I use my Season ticket in a week?

You can use your Season ticket up to and including its expiry date for any number of journeys between the two stations.

Can I use my Season tickets at weekends?

Yes, Season tickets are valid for evening leisure travel and weekends.

Can I break my journey?

Yes, you can alight at any point between your origin station and your destination station.

Can I only use my season ticket at certain times of the day?

No, your season ticket is valid for travel at any-time of the day.

Can I use travel vouchers towards payment?

Yes, any National Rail travel vouchers can be accepted as part payment – you will however need to send any vouchers to us before we can issue and despatch your ticket.

Do I need a photo-card to buy a Season ticket?

Yes, you must have a valid photo-card to travel with any Season ticket, this will be provided alongside your first Season ticket and should be kept for all future use.

Do I need to carry both parts – the photo ID card and the season ticket whilst travelling?

Yes, the photo-card and Season ticket will carry the same number and is only valid when used together.

Can I change my season ticket for an alternate route if I move house?

Yes, you may apply to change the Season ticket providing there is at least seven days remaining for one with the same expiry date for your new journey – the new ticket is a continuous renewal.

Where can I change my season ticket?

A changeover must be made at the facility where the original ticket was issued therefore students must apply to the college who will request a change-over on behalf of the student.

Is there a charge for changeovers?

No administration fee is made but any additional charge or refund will be based on the ticket price when the original Season ticket was purchased.

If I no longer require my season ticket, can I get a refund?

Yes, if you stop travelling and no longer need your season ticket, please return the ticket to the school/college and they will submit to TFW for a refund.

From which date is my refund calculated?

Any refund is calculated from the date it is handed in, any refund will be the difference between the price you paid and the cost of tickets for the period you have used the season ticket less an administration fee.

Do I get a refund on periods of non-use (e.g., holidays)?

No, we do not give refunds for periods of non-use as the season ticket is heavily discounted.

If I lose my Season ticket, can I get a duplicate?

Yes, if you lose your Season ticket, we will arrange a duplicate ticket provided that you report the loss as soon as possible.

Is there a fee for duplicate Season tickets?

Yes, there is an administration fee when we issue a duplicate season ticket or photo-card.

How many duplicates may I request?

Only one duplicate is processed with a £10.00 admin fee all further requests will be charged at the full rate of the ticket.

If my Season ticket is illegible or defective, can I get it replaced free of charge?

If your Season ticket is damaged, illegible, or defective for example it will no longer work in ticket gates, it will be replaced free of charge from the ticket at which it was provided.

If I leave my Season ticket at home and buy a ticket can I get that travel ticket refunded?

Yes, if you leave your Season ticket at home you will need to purchase a ticket to travel. You will be able to get a full refund of the fare paid on the first occasion if you need to claim a second time the refund will be subject to a £10.00 admin fee. We will not refund any more than 2 tickets in a 12-month period starting with the date of the first occasion the Season ticket could not be produced. A refund of this type should be made within 28 days of travel.

Is my ticket valid without the photo ID card provided at the time of original purchase?

No, the ticket is not valid unless both parts are carried together and the number on the ID card matched the number on the season ticket.

May I allow friends or family to use my season ticket to travel?

No, the season ticket belongs to you alone. The pass should not be offered to friends or family to travel.

Is my ticket valid without the matching Photo ID card?

No, your ticket is not valid without the matching ID card and the Conductor is entitled to charge for a full price ticket

Will Transport for Wales post passes to student's home address?

No, the passes will be returned to the school/college or authority in order that the details of the pass can be recorded.